

**NEVADA STATE DIVISION OF WELFARE AND SUPPORTIVE SERVICES
SUPPLEMENTAL NUTRITION ASSISTANCE PROGRAM**

**DISCRIMINATION COMPLAINT
POLICY AND PROCEDURES**

It is the policy of the Nevada State Division of Welfare and Supportive Services (DWSS) that NO client, participant, potential client, potential participants or other interested parties be discriminated against on the grounds of race, color, sex, religion, age, handicap, political belief or national origin. Persons wishing to file a discrimination complaint under the provisions of Title IV of the Civil Rights Act of 1964 must:

1. File the complaint verbally, in writing or anonymously within one hundred eighty (180) calendar days of its happening. In the event a complainant refuses to put the allegation in writing, the person to whom the allegation is made must put the elements of the complaint in writing.
2. Address the complaint to the responsible local State Division of Welfare and Supportive Services office manager.
3. Describe the nature of the occurrence.
 - a. When (date and time) and where (place) the discrimination situation occurred;
 - b. Persons involved and circumstances related to the occurrence.
4. Include the name, address and telephone number, if any, of yourself and any witnesses to the occurrence.
5. The complaint must be dated when received.
6. The complaint may be received by any social worker, eligibility worker or other employee of the Division of Welfare and Supportive Services for forwarding to the responsible DWSS office manager.

If a complainant (for reasons of confidentiality) does not wish to have their name used as the person submitting the complaint, any staff member within the Division must be given all the details related to the occurrence. This information is then forwarded directly to the responsible Division of Welfare and Supportive Services local office manager, who conducts an investigation and takes appropriate action within thirty (30) calendar days.

1. Upon receipt of the complaint, the appropriate DWSS office manager must conduct an investigation into the matter.
2. The responsible manager must prepare and keep (and have available for federal audit) a chronological log with commentary for all complaints of discrimination they receive. The log must show the date the claim was received by the DWSS office, date received by the manager, dates of any and all action taken, mailing date of the manager's final decision letter and the dates copies of the complaint and final decision letter were mailed to the Division of Welfare and Supportive Services Personnel chief. All decisions must be in writing and include an appeal provision to Associate Administrator, Office of Advocacy and Enterprise, U.S. Department of Agriculture, Washington, DC 20250.
3. Within thirty (30) calendar days from the date the claim was received in the Division of Welfare and Supportive Services office, a letter must be sent by the appropriate office manager to the complainant if known. This letter must clearly state whether or not discrimination was found to exist.
4. Copies of all complaints and decision letters must be sent to the Division of Welfare and Supportive Services personnel chief. The personnel chief forwards a copy of all decisions to the Civil Rights Office, Food and Consumer Service, USDA, San Francisco, California.
5. If a DWSS office manager makes a finding of discrimination, they must immediately contact the Division of Welfare and Supportive Services personnel chief to ensure progressive discipline or counseling for the DWSS employee and/or corrective action is taken.

If the complainant is dissatisfied with the DWSS office manager's decision, the complainant may appeal directly to either the Secretary of Agriculture, Washington, DC 20201, or the Civil Rights Office, Food and Consumer Service, USDA, 550 Kearny Street, Room 400, San Francisco, CA 94108.

A COPY OF THIS NOTICE IS AVAILABLE AT THIS OFFICE UPON REQUEST.